

To: Amex Centurian Travel[r
From: [REDACTED]
Sent: Fri 2/1/2019 9:44:55 PM
Subject: Re: Ticket for Karyna

yes! he sees the points! I am on hold again while he processes the ticket!

On Feb 1, 2019, at 4:42 PM, Natalia Molotkova
<[REDACTED]> wrote:

Done, transfered.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

===== text File Attachment ===== Attachment 3.html, 1550399 byte

===== text File Attachment ===== Attachment 2.html, 1550421 byte

No, I can't, I am here, ready to transfer points when AF confirms availability, it should appear on AF end imm

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

===== text File Attachment ===== Attachment 1.html, 1546841 byte

For money - yes, I can't see how many seats left for upgrade.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

on hold...
are there plenty of biz seats?

On Feb 1, 2019, at 4:23 PM, Natalia Molotkova <[REDACTED]> wrote:

[REDACTED]

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com
(877) 877-0987
Hours: Mon through Friday 9AM-530PM EST

Did you call flying blue?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

i am now on hold for a Flying Blue rep...I had a normal rep...he couldn't help...

On Feb 1, 2019, at 4:16 PM, Natalia Molotkova <[REDACTED]> wrote:

Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
([REDACTED])
Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.

• **Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m**

Departing: Miami Airport, (MIA) at 4.40pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am

• **Thu 14 Feb - Air France 6 - Premium Economy - 8h 35m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

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Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available on the line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account. Karyna, then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need it under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, then

Availability for upgrade is not guaranteed, it is available now, it could be not like that. Please check availability done prior to departure, but after ticketing.

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles?
go through all this with our accounting department today...Rich is coming here at 2:30

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

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Centurion Relationship Manager

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Also, confirm to me, once we pay with Amex points for an upgrade, those points are not cancelled a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards

Are you talking about airline miles or AMEX points?

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Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so if we have to change her flight (which happens a lot over here) then the points are gone, used, they are not redeemable...

It is up to you - you can get Flying Blue account from her or him. Once you have it, we need for upgrade, upgrade availability can't be guaranteed, once points are transferred to AF,

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Natalia (Natasha) Molotkova
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only way to upgrade would be through Amex..it also sounds like lots of restrictions to get me the best option would be to purchase the premium economy seat and upgrade with (Karyna..) Less real money up front and not an enormous amount of points used ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get u business. We will have to transfer AMEX points to AF Flying Blue account.

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Natalia (Natasha) Molotkova
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Hours: Mon through Friday 9AM-530PM EST

If they pick up first fro you, ask them if mileage upgrade available from premium econor

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Hours: Mon through Friday 9AM-530PM EST

If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flight to upgrade? (sorry!)

I see you gave me premium economy price but it is different return flight...so not sure th

oops! sorry! you already gave me the biz price!

Can you tell me the biz class AF price?

thank you for the break down! Let me find out what he wishes to do....Keep the flight on

You can't upgrade Air France ticket through Delta. And you can't book Premier class with Air France.

You can check mileage availability on Air France at <https://www.flyingblue.com/fr/home/>

I checked mileage space via Delta, nothing available on Delta in business round trip as

So, if the goal is First class, here are options:

- 1) pay whole first class ticket in points - 1 412 253 points and 20 % back.
- 2) pay for first class ticket partially in points - let say business class fare on Air France is fare between business and first - \$4075.80 - pay in points 407 580 points and 20% back

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1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A
2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23

Coach:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz o
Premium economy and economy price too. We need to compare. I was not given times

Sent from my iPhone

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ok, calling them now!

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Hours: Mon through Friday 9AM-530PM EST

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Yes, I need account number.

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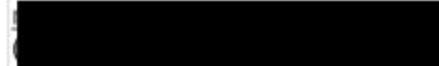
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Hours: Mon through Friday 9AM-530PM EST

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Sent from my iPhone

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[REDACTED]

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Centurion Relationship Manager
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Hours: Mon through Friday 9AM-530PM EST

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Sent from my iPhone

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TOTAL FARE - USD 14212.53

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\$3930.23

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Hours: Mon through Friday 9AM-530PM EST

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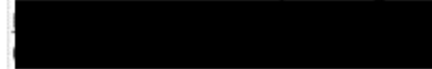
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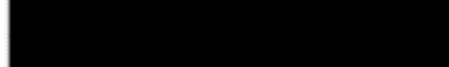
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Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
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Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

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JE's AF Flying Blue Number: **1193608285**

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difference in air fare or miles plus change fee). With AF, if upgrade for new flight is no longer available
account.

If you used AMEX points and canceling - you are getting money back if ticket was refundable (not points)

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

if we transfer Amex points to AF miles, but then change the flight we used them on, would the new flight
we have to use more points to upgrade the new flight? what happens to those points? I realize once

with our Amex points. I also worry, what if we cancel the flight with AF and book another airline...are huge headache to me)

Also, confirm to me, once we pay with Amex points for an upgrade, those points are non reversible ... we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always b

Are you talking about airline miles or AMEX points?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so if we have to change her flight (which happens a lot over here) then the points are gone? I think it are not redeemable...

It is up to you - you can get Flying Blue account fro her or him. Once you have it, we need to issue Pre upgrade, upgrade availability can't be guaranteed, once points are transferred to AF, they are nonreve

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account..do we have is automatic through Amex? I need to make sure Biz class is good for Karyna..

I got through...Jeffrey's AF frequent flyer number was cancelled back in 2009...so he is not a member upgrade would be through Amex..it also sounds like lots of restrictions to get an award to first...its on would be to purchase the premium economy seat and upgrade with points to Biz class (if biz class is front and not an enormous amount of points used ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgrade - it is a We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If they pick up first fro you, ask them if mileage upgrade available from premium economy to business.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok super

And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium Economy.

Regards,
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Hours: Mon through Friday 9AM-530PM EST

I can call Flying Blue...i have 2 phones on my desk ;)
Thank you you for below!
Do you think it would be less points to transfer them to AF? or you have no idea...

OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you can pay difference with American Express points and 20 % back.

I can try to call Flying Blue - it is usually a very very long hold time with them, and if I am getting call, I will let you know if mileage upgrade available.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flights...what would the upgrade cost? (sorry!)

I see you gave me premium economy price but it is different return flight...so not sure the pricing would be the same.

oops! sorry! you already gave me the biz price!

Can you tell me the biz class AF price?

thank you for the break down! Let me find out what he wishes to do....Keep the flight on HOLD for Karyna.

You can't upgrade Air France ticket through Delta. And you can't book Premier class with Air France through Delta.

You can check mileage availability on Air France at <https://www.flyingblue.com/fr/home/explorer> and see if there is space.

I checked mileage space via Delta, nothing available on Delta in business round trip as direct.

So, if the goal is First class, here are options:

- 1) pay whole first class ticket in points - 1 412 253 points and 20 % back.
- 2) pay for first class ticket partially in points - let say business class fare on Air France is \$10,136.73, so if we pay 50% in points and 50% in cash - \$5068.37 - pay in points 407 580 points and 20% back.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

would it be less expensive to purchase as a Delta ticket and upgrade to first with Delta than AF?

So what is best idea for first class AF round trip for Karyna...? We buy coach fare and upgrade with points.

1 AF	99 06FEB MIA CDG 0440P 0715A
2 AF	6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A
2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23

Coach:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz or first class. C
and economy price too. We need to com

Sent from my iPhone

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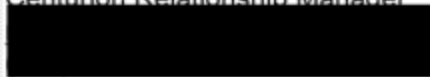
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Try without number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

trying..I got disconnectd...and now the automated answering does not recognize my flying blue number

On Feb 1, 2019, at 4:23 PM, Natalia Molotkova <> wrote:



Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

Did you call flying blue?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

i am now on hold for a Flying Blue rep...I had a normal rep...he couldnt help...

On Feb 1, 2019, at 4:16 PM, Natalia Molotkova <[REDACTED]> wrote:

Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.
- **Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m**
Departing: Miami Airport, (MIA) at 4.40pm
Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am
- **Thu 14 Feb - Air France 6 - Premium Economy - 8h 35m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm
Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available on the line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account. Karyna, then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, th

**Availability for upgrade is not guaranteed, it is available now, it could be not like t
done prior to departure, but after ticketing.**

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles?
go through all this with our accounting department today...Rich is coming here at 2:30

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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You can pay with points only when you know for sure he or she is taking flight, even after

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

OK, if you got upgrade using AF miles and changing flight - if upgrade is available on new flight, we will refund the possible difference in air fare or miles plus change fee). With AF, if upgrade for new flight, we will refund back to account, AF account.

If you used AMEX points and canceling - you are getting money back if ticket was refunded. If not, we will refund back.

Regards,
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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

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Also, confirm to me, once we pay with Amex points for an upgrade, those points are non-refundable. If we cancel a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards are non-refundable.

Are you talking about airline miles or AMEX points?

Regards,

Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

so if we have to change her flight (which happens a lot over here) then the points are gone... if they are used, they are not redeemable...

It is up to you - you can get Flying Blue account from her or him. Once you have it, we need to transfer points for upgrade, upgrade availability can't be guaranteed, once points are transferred to AF,

Regards,
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Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account. Is it automatic through Amex? Jeffrey? or it is automatic through Amex? I need to make sure Biz class is good for Karyna.

I got through...Jeffrey's AF frequent flyer number was cancelled back in 2009...so he is not eligible. The only way to upgrade would be through Amex..it also sounds like lots of restrictions to get through. For me the best option would be to purchase the premium economy seat and upgrade with points (Karyna..). Less real money up front and not an enormous amount of points used ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgraded to business. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If they pick up first from you, ask them if mileage upgrade available from premium economy to business.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

[REDACTED]
Hours: Mon through Friday 9AM-530PM EST

ok super

And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premi

Regards,
Natalia (Natasha) Molotkova
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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

I can call Flying Blue...i have 2 phones on my desk ;)

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OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you
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Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

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Sent from my iPhone

First class:

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TOTAL FARE - USD 14212.53

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1 AA 62 06FEB MIA CDG 0625P 0905A
2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:


1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
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OPERATED BY AIR FRANCE

\$3930.23

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OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager


Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager


Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz o
Premium economy and economy price too. We need to compare. I was not given times

Sent from my iPhone

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Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.

• **Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m**

Departing: Miami Airport, (MIA) at 4.40pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am

• **Thu 14 Feb - Air France 6 - Premium Economy - 8h 35m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

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Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available, on the line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account. then upgrade her to biz! Can you do for me pretty please!?

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Yes, I need account number.

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Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

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[REDACTED]
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Hours: Mon through Friday 9AM-530PM EST

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1 AF 99 06FEB MIA CDG 0440P 0715A
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Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager


Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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economy and economy price too. We need to comp

Sent from my iPhone

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i have them on line..

On Feb 1, 2019, at 4:15 PM, Natalia Molotkova [REDACTED] wrote:

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.

• Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.

• **Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m**

Departing: Miami Airport, (MIA) at 4.40pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am

• **Thu 14 Feb - Air France 6 - Premium Economy - 8h 35m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

Please reply to this email and provide your authorization to proceed.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available on the line.

Regards,

Natalia (Natasha) Molotkova

Centurion Relationship Manager

[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account. Karyna, then upgrade her to biz! Can you do for me pretty please!?

still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need under Jeffrey's name..

terrific!! got it!

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Hours: Mon through Friday 9AM-530PM EST

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**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

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[REDACTED]

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Are you talking about airline miles or AMEX points?

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Hours: Mon through Friday 9AM-530PM EST

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And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premi

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I can call Flying Blue...i have 2 phones on my desk ;)
Thank you you for below!
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OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you
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Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A
2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23

Coach:

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TOTAL FARE - USD 2772.23

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Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz o
Premium economy and economy price too. We need to compare. I was not given times

Sent from my iPhone

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Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
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So what is best idea for first class AF round trip for Karyna...? We buy coach fare and upgrade

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
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TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A
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TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
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\$3930.23

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TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

On it.

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Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz or first c
Premium economy and economy price too. We need to compare. I was not given times to dep

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Your response is required to complete this reservation. Prices and availability are subject to change.

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Departing: Miami Airport, (MIA) at 4.40pm

Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am

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Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm

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Hours: Mon through Friday 9AM-530PM EST

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OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available, you ask them to upgrade her to biz line.

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Hours: Mon through Friday 9AM-530PM EST

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terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
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Hours: Mon through Friday 9AM-530PM EST

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**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

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If you used AMEX points and canceling - you are getting money back if ticket was refundable (not points).

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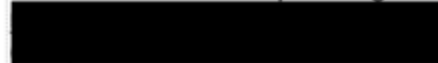


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Hours: Mon through Friday 9AM-530PM EST

If they pick up first fro you, ask them if mileage upgrade available from premium economy to business

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Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

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And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium Economy.

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Hours: Mon through Friday 9AM-530PM EST

I can call Flying Blue...i have 2 phones on my desk ;)
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OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you can pay difference with American Express points and 20 % back.

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Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
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EFTA02278664

[REDACTED]

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Did you call flying blue?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

i am now on hold for a Flying Blue rep...I had a normal rep...he couldnt help...

On Feb 1, 2019, at 4:16 PM, Natalia Molotkova <[REDACTED]> wrote:

Their record locator is VG8PEM

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

Let me know when you have them on line.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

please issue ticket as stated below

On Feb 1, 2019, at 4:13 PM, Natalia Molotkova <[REDACTED]> wrote:

Your response is required to complete this reservation. Prices and availability are subject to ch

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- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.

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Departing: Miami Airport, (MIA) at 4.40pm

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Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

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Regards,
Natalia (Natasha) Molotkova
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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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still determining what we want to do...

JE's AF Flying Blue Number: **1193608285**

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

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Before transferring points to AF, I need to link Flying Blue account to AMEX card.

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Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

If they pick up first from you, ask them if mileage upgrade available from premium economy to business.

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Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

If they pick up first for you, ask them if mileage upgrade available from premium economy to business

Regards,
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[REDACTED]

Hours: Mon through Friday 9AM-530PM EST

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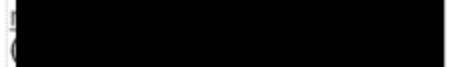
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Sent from my iPhone

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EFTA_R1_01095717

EFTA02278680

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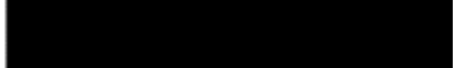


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natalia.molotkova@centurion.com

(877) 877-0987

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Their record locator is VG8PEM

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Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need me to open the

under Jeffrey's name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

-if I want you to transfer Amex points to AF to upgrade premium economy to biz class, this must be done

Availability for upgrade is not guaranteed, it is available now, it could be not like two hours later, it must be done prior to departure, but after ticketing.

-you said it is 15,000 miles to upgrade...do we transfer 15,000 Amex points to get the 15,000 miles? it is 1 to 1? (go through all this with our accounting department today...Rich is coming here at 2:30)

**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
Yes 1 AMEX point is 1 AF mile.**

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

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thank you,...got it on the AF miles.

so in our case, it is probably better to use points after the person has taken the flight ...just to be sure.
Amex points...

You can pay with points only when you know for sure he or she is taking flight, even after departure.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

OK, if you got upgrade using AF miles and changing flight - if upgrade is available on new flight, yes it will be possible difference in air fare or miles plus change fee). With AF, if upgrade for new flight is no longer available, points will be back to account, AF account.

If you used AMEX points and canceling - you are getting money back if ticket was refundable (not points back).

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

if we transfer Amex points to AF miles, but then change the flight we used them on, would the new flight be possible? or would we have to use more points to upgrade the new flight? what happens to those points? I realize that if we transfer points to AF that is it with our Amex points. I also worry, what if we cancel the flight with AF and book a new flight? is it usable? (this sounds like a huge headache to me)

Also, confirm to me, once we pay with Amex points for an upgrade, those points are non reversible ... if we cancel a flight we have upgraded, we do not get them back?

hmmm, now I am thinking it is better to get Gift Cards for Saks or Bergdorf as the cards can always be used.

Are you talking about airline miles or AMEX points?

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

so if we have to change her flight (which happens a lot over here) then the points are gone? I think if used, they are not redeemable...

It is up to you - you can get Flying Blue account for her or him. Once you have it, we need to issue Pre for upgrade, upgrade availability can't be guaranteed, once points are transferred to AF, they are non

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

oh wow!...that is MUCH better! that is way less points to do with AF Flying Blue account..do we have Jeffrey? or it is automatic through Amex? I need to make sure Biz class is good for Karyna..

I got through...Jeffrey's AF frequent flyer number was cancelled back in 2009...so he is not a member only way to upgrade would be through Amex..it also sounds like lots of restrictions to get an award to me the best option would be to purchase the premium economy seat and upgrade with points to Biz c Karyna..) Less real money up front and not an enormous amount of points used ...

OK, we got through - we can issue ticket as Premium Economy and after ticketing get upgrade - it is a business. We will have to transfer AMEX points to AF Flying Blue account.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

If they pick up first from you, ask them if mileage upgrade available from premium economy to business

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

ok super

And I am calling two. If you got them first, use record locator VG8PEM , I put it in Premium Economy.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

I can call Flying Blue...i have 2 phones on my desk ;)
Thank you you for below!
Do you think it would be less points to transfer them to AF? or you have no idea...

OK, Premium Economy seat on Air France is \$3956.33, business is \$10,136.73. So you can pay difference 618 040 American Express points and 20 % back.

I can try to call Flying Blue - it is usually a very very long hold time with them, and if I am getting call, I think they have mileage upgrade available.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

If we wanted to purchase the Premium economy seat and upgrade to Biz on the AF flights...what would it be to upgrade? (sorry!)

I see you gave me premium economy price but it is different return flight...so not sure the pricing would be the same.

oops! sorry! you already gave me the biz price!

Can you tell me the biz class AF price?

thank you for the break down! Let me find out what he wishes to do....Keep the flight on HOLD for Ka

You can't upgrade Air France ticket through Delta. And you can't book Premier class with Air France u
with Air France.

You can check mileage availability on Air France at <https://www.flyingblue.com/fr/home/explorer> and

I checked mileage space via Delta, nothing available on Delta in business round trip as direct.

So, if the goal is First class, here are options:

1) pay whole first class ticket in points - 1 412 253 points and 20 % back.

2) pay for first class ticket partially in points - let say business class fare on Air France is \$10,136.73, s
fare between business and first - \$4075.80 - pay in points 407 580 points and 20% back.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

would it be less expensive to purchase as a Delta ticket and upgrade to first with Delta than AF?

So what is best idea for first class AF round trip for Karyna...? We buy coach fare and upgrade with p

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

Ok. Let me ask him thx

Sent from my iPhone

First class:

1 AF 99 06FEB MIA CDG 0440P 0715A
2 AF 6 14FEB CDG JFK 0120P 0355P

TOTAL FARE - USD 14212.53

Business:

1 AA 62 06FEB MIA CDG 0625P 0905A
2 AA 45 14FEB CDG JFK 0955A 1235P

TOTAL FARE - USD 8343.53

Premium economy:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

\$3930.23


Coach:

1 DL /AF 8345 06FEB MIA CDG 0440P 0715A
OPERATED BY AIR FRANCE
2 DL /AF 1022 14FEB CDG JFK 0815A 1040A
OPERATED BY AIR FRANCE

TOTAL FARE - USD 2772.23

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager
natalia.molotkova@centurion.com
(877) 877-0987
Hours: Mon through Friday 9AM-530PM EST

On it.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager

Hours: Mon through Friday 9AM-530PM EST

Hi Natasha. karyna needs a flight miami paris. 6th feb return 14th to new york . Biz or first class. C
Premium economy and economy price too. We need to compare. I was not given times to depart. W

Sent from my iPhone

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Your response is required to complete this reservation. Prices and availability are subject to change.

- Total air reservation, including taxes and fees: \$3956.33.
- Ticket is non-refundable, \$300.00 change penalty applies plus difference in fare.

• **Wed 06 Feb - Air France 99 - Premium Economy - 8h 35m**

Departing: Miami Airport, (MIA) at 4.40pm


Arriving: Paris Charles de Gaulle Airport, (CDG) at 7.15am

• **Thu 14 Feb - Air France 6 - Premium Economy - 8h 35m**

Departing: Paris Charles de Gaulle Airport, (CDG) at 1.20pm

Arriving: New York John F Kennedy Airport, (JFK) at 3.55pm


Please reply to this email and provide your authorization to proceed.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager


Hours: Mon through Friday 9AM-530PM EST

ok, calling them now!

OK, let's issue ticket first, after that you will call Air France about upgrade, if it is still available, you ask me to

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager


Hours: Mon through Friday 9AM-530PM EST

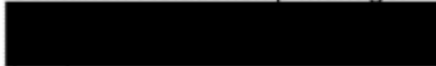
OK! we have permission to transfer the 30,000 points to Jeffrey's new AF Flying Blue account...purchase the
her to biz! Can you do for me pretty please!?

still determining what we want to do...

ok, I will go in and set up an account...

Yes, I need account number.

Regards,
Natalia (Natasha) Molotkova
Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

ok...maybe you should go ahead and link the Amex card to account now! Do you need me to open the FLYing Blue account for you?
name..

terrific!! got it!

Before transferring points to AF, I need to link Flying Blue account to AMEX card.

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Hours: Mon through Friday 9AM-530PM EST

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**15 000 miles it is per flight, so if you need round trip - it is 30 000 miles.
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Hours: Mon through Friday 9AM-530PM EST

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so in our case, it is probably better to use points after the person has taken the flight ...just to be sure. then we can use the points for another flight.

You can pay with points only when you know for sure he or she is taking flight, even after departure.

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Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

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Centurion Relationship Manager



Hours: Mon through Friday 9AM-530PM EST

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Hours: Mon through Friday 9AM-530PM EST

On it.

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purposes.